

Privacy Policy

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Bridge LEP Mastery (“the App”) is an exam-preparation and study tool designed to help users prepare for the Licensed Educational Psychologist (“LEP”) exam. The App is operated by Bridge Educational Psychology Services, A Professional Corporation (“Bridge,” “we,” “us,” or “our”).

This Privacy Policy explains what information we collect, how we use it, how we protect it, and the choices you have regarding your information.

By using the App, you acknowledge the practices described in this Privacy Policy.

1. Purpose of the App

Bridge LEP Mastery is designed to support exam preparation for the Licensed Educational Psychologist exam. The App may include study tools such as flashcards, quizzes, practice questions, progress tracking, spaced-repetition features, performance summaries, and related educational content.

The App is intended for adult learners, professionals, graduate students, and individuals preparing for a professional licensing exam.

The App is not a clinical service, therapy service, psychological service, educational evaluation service, medical service, legal service, or substitute for professional supervision, training, or licensure requirements.

Users should not enter confidential student, client, patient, school district, or case-specific information into the App.

2. Information We Collect

We collect only the information needed to operate the App, authenticate users, save study progress, manage access to App features, respond to support requests, maintain security, and improve App functionality.

A. Account Information

When you create an account, sign in, or use account-based features, we may collect:

- Name
- Email address
- Account login information
- Authentication identifiers
- User ID associated with your account
- Account creation date
- Account status
- Login and session information needed for security and account access

We use Clerk for authentication and account management. Clerk may process account-related information as necessary to authenticate users, maintain secure sessions, manage login access, and support account security.

B. Study and App Interaction Data

To provide the App's study features, we may collect information about your activity in the App, including:

- Flashcards viewed, completed, or reviewed
- Quizzes started or completed
- Practice questions answered
- Selected answers
- Correct and incorrect responses
- Scores and performance history
- Study progress
- Mastery, confidence, or review ratings, if used
- Spaced-repetition scheduling data
- Study streaks or completion history, if used
- Time, date, and frequency of study activity
- App preferences and settings

This information allows the App to save your progress, personalize your study experience, track performance, and help identify areas for review.

C. Subscription and Purchase Information

If and when a paid tier, premium access option, free trial, subscription, or in-app purchase is enabled, purchases and subscription billing are managed through Apple's in-app purchase system.

We may receive limited subscription-related information needed to determine whether your account has access to paid or premium features, such as:

- Subscription status
- Product or plan purchased
- Free trial status

- Renewal status
- Expiration date
- Cancellation status
- Refund status, if applicable
- App Store transaction identifiers
- Entitlement or access status

Apple processes payments for App Store purchases. We do not receive or store your full credit card number, debit card number, Apple ID password, or full payment account details.

Subscription billing, renewals, cancellations, and refunds are generally managed through your Apple ID and App Store account settings.

D. Device and Technical Information

We may collect limited technical information needed to operate, secure, troubleshoot, and improve the App, including:

- Device type
- Operating system version
- App version
- General region or country, if provided through device or app store systems
- Error logs
- Crash reports
- Diagnostic information
- Session activity related to App functionality

This information helps us identify bugs, improve performance, maintain security, and support compatibility across devices.

E. Communications With Us

If you contact us for support, privacy questions, account help, subscription questions, technical issues, or feedback, we may collect:

- Your name
- Email address
- The content of your message
- Any information you choose to provide
- Records of our communication with you

We use this information to respond to your request and provide support.

3. Information We Do Not Intentionally Collect

The App is not designed to collect:

- Protected health information
- Therapy records
- Psychological evaluation records
- Student education records
- IEP records
- Special education records
- Client or patient files
- Social Security numbers
- Government identification numbers
- Precise location data
- Biometric data
- Advertising identifiers for third-party advertising
- Information from children under 13

Please do not enter confidential student, client, patient, school district, or case-specific information into the App.

4. How We Use Your Information

We use the information we collect to:

- Create and manage your account
- Authenticate your login
- Maintain secure access to the App
- Save your study progress
- Track quiz, flashcard, and practice question performance
- Provide personalized study features
- Manage spaced-repetition or review schedules
- Display your scores, progress, and study analytics
- Provide access to free or paid features
- Verify subscription or premium access status, if a paid tier is enabled
- Respond to support requests
- Troubleshoot technical issues
- Improve App reliability and functionality
- Prevent fraud, misuse, unauthorized access, or security incidents
- Comply with applicable legal obligations

We do not sell your personal information.

We do not use your personal information for third-party advertising.

We do not share your study data with data brokers or advertising networks.

5. How We Share Information

We may share limited information with trusted service providers only as necessary to operate the App.

A. Clerk

We use Clerk for authentication and account management. Clerk may process account information such as your name, email address, authentication identifiers, user ID, session information, and login activity as needed to provide secure account access.

B. Apple

If you purchase a subscription, free trial, premium access, or in-app purchase through the Apple App Store, Apple processes the payment and manages the App Store transaction.

Apple may provide limited transaction or subscription status information needed to confirm your access to paid or premium features.

We do not receive your full payment card information.

C. Legal or Safety Reasons

We may disclose information if required to do so by law, legal process, court order, government request, or if we believe disclosure is reasonably necessary to:

- Comply with legal obligations
- Enforce our rights or terms
- Protect the security of the App
- Prevent fraud or misuse
- Protect the rights, safety, or property of Bridge, users, or others

D. Business Transfers

If Bridge is involved in a merger, acquisition, reorganization, sale of assets, or similar business transaction, user information may be transferred as part of that transaction, subject to this Privacy Policy or a policy with substantially similar protections.

6. Subscriptions, Free Trials, and Paid Tiers

The App may currently be free or may include paid features in the future.

If a paid tier is enabled, the App may offer subscriptions, premium access, free trials, or in-app purchases through Apple's in-app purchase system.

Subscription details, including price, duration, renewal terms, and included features, will be presented before purchase.

If you start a free trial or subscription through Apple, the subscription may renew automatically unless canceled through your Apple ID or App Store subscription settings.

We use subscription status information only to determine whether your account has access to paid or premium features.

We do not control Apple's billing system and cannot directly cancel subscriptions purchased through Apple. To manage or cancel a subscription, you must use your Apple ID or App Store subscription settings.

If you cancel a subscription, you may continue to have access to paid features until the end of the current billing period, depending on Apple's subscription terms and your App Store settings.

7. Data Retention

We retain your account information and study data for as long as your account remains active or as long as needed to provide the App.

We may also retain limited information as necessary to:

- Provide customer support
- Maintain business records
- Resolve disputes
- Prevent fraud or abuse
- Comply with legal obligations
- Maintain purchase or subscription records where required

When your account is deleted, we will delete or de-identify personal information associated with your account, unless we are required or permitted to retain certain information for legal, security, fraud prevention, dispute resolution, tax, accounting, or business recordkeeping purposes.

8. Account Deletion

You may request deletion of your account and associated personal information at any time.

If account deletion is available inside the App, you may initiate deletion through the App's account settings or account management area.

You may also request account deletion by contacting us at:

info@bridgeedpsych.com

Please include the email address associated with your App account so we can locate your account and process your request.

Deleting your account may permanently remove your study progress, scores, flashcard history, quiz history, saved preferences, and access history.

If you have an active Apple subscription, deleting your App account may not automatically cancel your Apple subscription. You may need to cancel your subscription separately through your Apple ID or App Store subscription settings.

9. Your Choices and Privacy Rights

Depending on where you live, you may have certain rights regarding your personal information, including the right to:

- Request access to the personal information we have about you
- Request correction of inaccurate information
- Request deletion of your account or personal information
- Request a copy of certain information
- Object to or restrict certain processing, where applicable
- Withdraw consent, where processing is based on consent

To make a privacy request, contact us at:

info@bridgeedpsych.com

We may need to verify your identity before completing certain requests.

10. California Privacy Notice

If you are a California resident, you may have rights under California privacy laws, including the right to know, access, correct, delete, and obtain information about certain data practices.

We do not sell personal information.

We do not share personal information for cross-context behavioral advertising.

We do not use sensitive personal information to infer characteristics about users.

The categories of personal information we may collect include:

- Identifiers, such as name, email address, account ID, and user ID

- Internet or electronic network activity, such as App usage and interaction data
- Commercial information, such as subscription status or purchase entitlement information if a paid tier is enabled
- Inferences related to study progress, such as performance summaries or mastery levels generated from your quiz and flashcard activity

We use this information for the purposes described in this Privacy Policy, including account management, study progress tracking, subscription access, support, security, and App functionality.

California residents may submit privacy requests by contacting:

info@bridgeedpsych.com

We will not discriminate against you for exercising your privacy rights.

11. Children's Privacy

The App is intended for adults, professionals, graduate students, and individuals preparing for a professional licensing exam. The App is not directed to children under 13.

We do not knowingly collect personal information from children under 13.

If we learn that we have collected personal information from a child under 13, we will take reasonable steps to delete that information.

If you believe a child under 13 has provided personal information through the App, please contact us at:

info@bridgeedpsych.com

12. Data Security

We use reasonable administrative, technical, and organizational safeguards designed to protect personal information from unauthorized access, loss, misuse, alteration, or disclosure.

However, no method of electronic storage or transmission over the internet is completely secure. We cannot guarantee absolute security of your information.

You are responsible for maintaining the confidentiality of your login credentials and for using a secure device and network when accessing the App.

13. International Users

The App is operated from the United States.

If you access the App from outside the United States, your information may be processed in the United States or in other locations where our service providers operate.

By using the App, you understand that your information may be transferred to and processed in countries that may have privacy laws different from those in your place of residence.

14. Third-Party Services and Links

The App may rely on third-party service providers, including Clerk and Apple, to provide authentication, account management, subscription management, payment processing, and related functionality.

These third parties may process information according to their own privacy policies and terms.

The App may also contain links to external websites or resources. We are not responsible for the privacy practices, content, or policies of third-party websites or services that we do not control.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

When we update the Privacy Policy, we will revise the “Last Updated” date above.

If we make material changes, we may provide notice through the App, by email, or by another reasonable method.

Your continued use of the App after an updated Privacy Policy becomes effective means you acknowledge the updated policy.

16. Contact Us

If you have questions about this Privacy Policy, your account, your data, or a privacy request, please contact us at:

Bridge Educational Psychology Services, A Professional Corporation

Email: info@bridgeedpsych.com

For App Store review or privacy-related questions, we may also be contacted through the support information provided in the App Store listing.

